Glossary

TERMS	
Best Practice	A technique or methodology that, through experience and research, has proven to reliability lead to a desired result.
Business Case Summary	Delaware's Business Case Summary is a clear and repeatable business case methodology that demonstrates the merits of an IT project. This process expands the focus from IT project justification to enterprise IT investment value management and will help the State of Delaware maximize its return on information technology investments.
Business Continuity	The process of developing advance arrangements and procedures that enable an organization to respond to an event so that critical business functions can continue with planned levels of interruption or essential change.
Business Recovery	A component of Disaster Recovery which deals specifically with the relocation of a key function or department in the event of a disaster, including personnel, essential records, equipment supplies, work space, communication facilities, computer equipment, copy machines, mail services, etc.
Change Control	The tracking and management of changes made to a system.
Change Management	Change Management is the organized, systematic application of knowledge, tools, and resources of change that provide organizations with a key process to achieve their business strategy.
Compensation Plan	The plan that provides the framework to recruit and retain highly qualified information technology professionals to the Department of Technology and Information. DTI developed this plan collaboratively with the State Personnel Office, the Budget Office, and the Controller General's Office. It is consistent with the recommendations of the Information Services Task Force.
Contingency Planning	Planning for backup procedures, emergency response, and post-disaster recovery.
Customer Care Center	The Customer Care Center Team is a DTI team that is responsible for owning and maintaining the relationship between the state agencies and school districts and DTI. They help agencies develop business and functional requirements which can then be used by internal DTI teams and/or vendors to ensure delivery of the appropriate technology solution.

Cyber Security **or** **Information Security**	The protection of information against unauthorized disclosure, transfer, modification, or destruction, whether accidental or intentional.
Delaware Portal	The web site that offers a broad array of links to Delaware state government resources and services.
Disaster Recovery	The plans, procedures, and contingencies that enable an organization to set up, reconfigure, and continue to work after a disaster or a work disruption.
Employee Recognition Committee	The DTI committee whose mission is to foster an environment where peers, supervisors, and clients can recognize DTI employees and partners for outstanding performance.
e-Volution Task Force	Governor Ruth Ann Minner established the Information Services Task Force by Executive Order Number Two on January 4, 2001. This Task Force was formed to make statutory and organizational recommendations regarding how the State can improve its management of information and information technology. Itimately all five of the Task Force's recommendations were accepted and implemented.
Infrastructure	The enterprise-wide foundation or backbone of an organization's information technology systems, including networking, computer and application systems and management.
Methodology	A specific way of performing an operation that implies precise deliverables at the end of each stage.
Metrics	Measurements
Mission Critical	Vital to the operation of the organization.
Performance Management Plan	The DTI Performance Management Plan provides managers and supervisors across DTI with a common framework for developing and evaluating employee performance within the context of the DTI competencies. The Plan also supports DTI's Pay for Performance philosophy by providing a measurable basis for the relationship between rewards and individual achievement.
Performance Measure	The use of objective, quantifiable indicators of program effectiveness and efficiency to assess progress against stated goals and objectives.

Physical Security

The measures used to provide physical protection of resources against deliberate and accidental threats.

Problem Management

A process to identify, log, track, resolve, and analyze events that adversely impact IT services.

Processes

A course of action intended to achieve a result.

Project Management

The planning, control and coordination of all aspects of a project in order to achieve the project objectives.

Project Prioritization

The process for assigning a priority value to projects and potential projects requiring personnel resources from DTI. The resulting prioritization applies to projects on a department-wide basis, based upon universal consideration factors, weightings, and uniform data acquisition and format.

Quality Assurance

Planned or systematic actions necessary to provide adequate confidence that a product or service will satisfy given requirements for quality.

Reengineering

A fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in efficiency, performance, and service.

Return on Investment

The ROI is a return ratio that compares the net benefits of a project versus its total costs.

Service Level Agreements

An agreement between DTI and its customers which specifies the level of service to be provided and the corresponding assumptions and charges.

Stakeholder

An individual or group with an interest in the success of an organization in delivering intended results and maintaining the viability of the organization's products and services.

Technology Investment Council

This council consists of nine members, appointed by the Governor, as follows: (1) The Chief Information Officer, who shall serve as Chair of the Council; (2) The Chief Justice of the Supreme Court; (3) The Controller General; (4) The Secretary of Education; and (5) Five members selected to serve at the discretion of the Governor. Currently these additional members include the State Treasurer and 4 members from the private sector. Duties include the evaluation and prioritization of statewide IT spending and projects.

Some definitions courtesy of http://www.bitpipe.com/, http://whatis.com/, http://www.techweb.com/encyclopedia/, and http://www.webopedia.com/

ACRONYMS

BCS   Business Case Summary

CIO   Chief Information Officer

COTS   Courts Organized to Serve

DTI   Department of Technology and Information

IRM   Information Resource Manager

IT   Information Technology

iTIC   internal Technology Investment Council

MIT   Massachusetts Institute of Technology

NASCIO   National Association of State Chief Information Officers

OIS   Office of Information Services

PHRST   Payroll/Human Resource Statewide Technology

ROI   Return On Investment

SLA   Service Level Agreement

SWOT   Strengths, Weaknesses, Opportunities & Threats

TIC   Technology Investment Council